

# **CRISIS PREPARATION AND INTERVENTION**

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# CRISIS PREVENTION

- Begins with FRG Planning
- Build Genuine Relationships
- Ask if there are any special concerns
- Make all people feel important
- Go to the most junior

# Definitions

**Crisis = “an upset in a steady state”**

*Gerald Caplan Seminar  
Harvard School of Public Health*

# Definitions

## Crisis Intervention =

“Entering into the life situation of an individual, family, or group to alleviate the impact of a crisis-inducing stress in order to help mobilize the resources of those directly affected as well as those who are in the significant social orbit.

# The Cause of Crisis

## L - O - S - S

- CONTROL HEALTH ABILITIES
- MONEY SECURITY IDENTITY
- LOVED ONE RELATIONSHIP  
THINGS
- STATUS HOPE FAITH

# The Result of the Loss

PAIN  
&  
HURT

# Where You Enter

## Eye of the Storm

- The Grief (Denial, Anger, Bargaining)
- The Distrust
- The Depressed/The Crying
- The Fear and the Uncertainty
- The Unclean/The Silent
- The Ugly /The Uncontrollable

# Intervention Goals

- Create a caring relationship
- Place Control Rods into Chaos
- Restore Balance
- Resource

# **Your Intervention Role**

- Helper vs. Counselor
- Friend vs. Stranger
- Advocate vs. Judge
- Resource vs. Rescue

# The Great Challenges

- Be Yourself
- Be an Active Listener
- Be Patient
- Be Supportive
- Be Quiet
- Be Understanding
- Be Natural

# Active Listening

- 1. WDS = Willing to be a Dumb Sucker**
  - Ask Questions**
- 2. One Person Talk at a time - Focus on the Speaker**
- 3. Provide Feedback - Validate**
- 4. Respond - after Speaker knows that she/he is understood.**
- 5. Maintain Confidentiality**

# **Conversation Stoppers**

- **Withdrawal/Avoidance**
- **Invalidation**
- **Negative Interpretation  
or Blame**
- **Escalation**

# Helping Qualities

- **EMPATHY**
- **RESPECT**
- **WARMTH AND CARING.**
- **SELF-AWARENESS**
- **CONGRUENCE**
- **ADVOCATING**
- **KNOWLEDGE**

# THINGS TO SAY

- I'm sorry
- This must be very painful.
- It's okay to cry.
- I feel helpless right now.
- I don't know what to say.
- What do you need help with?
- Do Not Be Afraid of the Silence!

# THINGS NOT TO SAY

- I know how you feel
- You've got to get over this.
- It's not all that bad.
- You're better off now.
- At least you have . . . .
- You can start brand new

# CONCLUSION

- Your goal is not to solve the problem
  - You are a Helper
  - You are a Friend
  - You are an Advocate
  - You are a Resource



# Questions?